

1 **ABSTRACT**

2 The invention is directed to a system for providing a remote support service
3 between at least one support-service provider's site and a customer's site having a
4 customer's information technological (IT) infrastructure, comprising: an information
5 collecting component which collects information about the customer's IT
6 infrastructure; a storage component which stores collected information according to a
7 data model modeling at least part of the customer's IT infrastructure; an information-
8 transferring component capable of transferring at least part of the collected or stored
9 information or a representation of it to the support-service provider; and an analysis
10 component which analyzes the stored or transferred information or representation as
11 a basis for the provision of the remote support services. The invention is also
12 directed to a corresponding method and computer program product.